

Information Management

INFORMATION MANAGEMENT (IM) CAREER FIELD MANAGEMENT

COMPLIANCE WITH THIS INSTRUCTION IS MANDATORY

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This instruction implements AFD 37-1, *Air Force Information Management* (will convert to AFD 33-3, *Information Management*) and AFI 33-101, *Communications and Information Management Guidance and Responsibilities*. It provides policy and procedures for the Air Force Special Operations Command (AFSOC) Information Management specialty career field management. This instruction also implements Command Policy on IM Rotations letter, dated 21 Oct 96. It applies to all active duty AFSOC units. It does not apply to the Air Force Reserve Command (AFRC) or the Air National Guard (ANG).

SUMMARY OF REVISIONS

This instruction deletes the Reports Control Symbol (RCS) reporting requirement. It identifies the billet requirements and organizational alignment of IM functional managers. It outlines the work group management (WM) concept of operations.

1. General. This instruction establishes responsibilities for the proper utilization and career management of Information Managers (3A0X1). It applies to all active duty AFSOC units.

2. Background. Rapid advances in technology propelled the Air Force to reengineer the information manager's role. In 1996, Command, Control, Communications, and Computers (SC) and Information Management (IM) integrated into one organization renamed, Communications and Information. This new organization is responsible for the life cycle of information. Information Managers (IMers) are in every organization across the Air Force and DoD. It is the only career field that has the majority (85%) of its people outside their functional organization. Because of these unique characteristics it is imperative that this career field be carefully managed and all IMers afforded equal opportunity to develop.

3. Mission. Information is a resource critical to readiness; it is a force multiplier. By decisively managing AFSOC's information, military force effectiveness is multiplied. Information is a

strategic resource and it is the IMers' mission to ensure the right information, in the right format, is delivered at the right time—regardless of the environment.

4. Responsibilities. The command functional manager for all assigned AFSOC Information Managers is assigned to HQ AFSOC/SCPT. The IM Functional Manager is the focal point for all IM enlisted issues. The IM Functional Manager is a Chief Master Sergeant billet and works for the Director, Communications and Information. Duties include: monitors and provides training for 3A0s, monitors CDC pass/failure rates; recommends training waivers when appropriate; screens training materials and solicits feedback from technical school graduates; serves as the IM advocate to senior management; conducts quarterly IM forums; monitors/facilitates IM rotations; provides recommendations on key and special requirement assignments; member of the AF 3A0 Career Enlisted Managers (CEM) council; participates in Utilization and Training Workshops, and visits bases and technical training school to evaluate effectiveness.

4.1. The 16 CS/SCXI is responsible for functional management for all IMers assigned to the 16th SOW. The wing IM functional manager is assigned to a SMSgt billet working for the communications and information systems officer (CSO), also known as the communications squadron commander. Duties include: managing incoming and departing IMers (to include deployment taskings); monitoring and/or providing training for assigned 3A0s; monitoring CDC completion rates; facilitating IM rotations and submitting quarterly reports (attachment), and serving as the IM advocate to the commander and the command functional manager.

4.2. Each group will assign an NCO to serve as the group functional manager who is the focal point for all IM enlisted issues within the individuals respective group. These are MSgt billets at the 352 SOG and 353 SOG, working for the CSO. Duties mirror those outlined for the wing functional manager. This individual is responsible for identifying individuals selected for deployment taskings, ensuring each IMer has a current copy of the 3A0X1 Career Field Education and Training Plan (CFETP), and assisting supervisors with IM training issues.

5. Rotations. All information managers will be considered for job rotation (permanent change of assignment, PCA) at the 24-month time on station point. Commanders will be given 60 days advance notice of any personnel moves and all moves will be a one-for-one swap unless all parties agree otherwise. The command functional manager is responsible for managing this program.

6. Training. Work group administration (WGA) is a core item listed in the 3A0X1 CFETP. Therefore, it is mandatory that each IMer be trained and certified on these tasks. All AFSOC information managers assigned to Hurlburt Field will complete the AFSOC WGA residence course. Information managers assigned to the 352d, 353d, and other AFSOC units should attend related host base training programs or attend the Hurlburt Field-based residence training as unit funds allow, but as a minimum are required to complete the AF WGA exportable course (Contact the Command Functional Manager if training sources are not available). It is the individual's responsibility to successfully complete WGA training. Failure to complete this training will result in skill level downgrade and associated administrative actions. The resident course manager will keep a data base identifying course completion; however, functional managers at all levels are

required to verify attendance. Each group functional will be provided a copy of the WGA exportable course for use within their respective areas.

6.1. Work Group Management (WM) is a duty position. AFI 33-115 Volume I, deletes the “Organizational Computer Manager” (OCM) concept. The OCM was the level of network support closest to the user, usually located at the squadron level. OCMs have been replaced with WMs. WMs will be information managers, AFSC 3A0X1, unless the unit has no 3A0X1’s assigned. Only 3A0X1s formally assigned as WMs are required to be WM certified.

6.2. WM certification consists of a robust training track fulfilling the requirements of AFI 33-115, Volume II. Additionally, participation in the “Shadow” program is mandatory. The “Shadow” program is a week-long apprenticeship program where the WM will be assigned to the Network Control Center (NCC). There, they will receive hands-on technical training. This will reinforce lessons learned in the CBTs and provide vital hands-on experience.

6.3. Training track: (The WM program manager and Group 3A functional managers will monitor progress).

6.3.1. Completion of the WGA in-residence course is mandatory.

6.3.2. CBT Courses (may vary).

6.3.2.1. Block 1: PC Concepts in a Networking Environment (4 hours).

6.3.2.2. Block 2: LANs and WANs (13 hours).

6.3.2.3. Block 3: Network Operations and Protocols (14 hours).

6.3.2.4. Block 4: End User Operating System and Tools.

6.3.3. SHADOW Program Apprenticeship Tour (5 duty days in the NCC).

6.3.3.1. Block 5: Understanding Operating Systems (49 hours).

6.3.3.2. Block 6: NT 4.0 Network Operating System (53 hours).

6.3.3.3. Block 7: Office 97 and WM Business Processes (61 hours). Follow-on/refresher training as needed.

DOUGLAS R. COLEMAN, Colonel, USAF
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